Parent Complaint and Concern Procedure

A clear, fair way for families to raise everyday concerns about classes, staff, billing, or the academy, and get a response.

Important notice: This is a free sample safety document. It is a starting point, not a finished policy, and it is not a legal document or legal advice. Laws differ by location. Have a qualified attorney review and adapt it for your academy before use. Academy Safe is not responsible for errors or missing information in this document, or for how it is used. In an emergency, call 911.

Academy name: _____

Academy address: _____

Effective date: _____

Last reviewed: _____

Purpose

Families should know how to raise a concern and what will happen next. This procedure covers everyday concerns, such as class conduct, communication, scheduling, or billing.

Safety Concerns Come First

Concerns about abuse, misconduct, harassment, or a child's safety are not handled through this procedure. They follow the Incident Reporting and Parent Notification Procedure and the Abuse or Misconduct Allegation Response Procedure right away. In an emergency, call 911. If a child may be in danger, contact law enforcement or your local child protection agency.

How to Raise a Concern

- Speak with the instructor, or contact [owner or director name] at [email / phone].
- Concerns can be shared in person, by email, or in writing. Families may bring another adult to any meeting.
- If the concern is about the owner or director, contact [alternate contact, such as a board member or second owner].

What Happens Next

- The academy confirms the concern was received within [2] business days.
- The academy reviews the concern and speaks with the people involved.
- The academy shares its response within [10] business days, or explains if more time is needed.
- If the family is not satisfied, they may ask for a second review by [owner / board / alternate contact].

No Retaliation

No student or family will be treated differently for raising a concern in good faith. This includes class placement, rank, attention in class, and membership.

Concern Record

Date received	Raised by	Summary	Response date	Outcome

Signatures

Owner or director name: _____

Signature: _____

Date: _____

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